

There's a hundred reasons something wrong with TRS, 99 of them are made of glitches and the last one is of not complete equal access met to Deaf under American Disabilities Act.

Allow me give you examples of TRS glitches: Relay Operators would make several or many typos on TDD which causes misunderstandings on a single phone call. When Relay translates the message from other end, I cannot interrupt the conversation, making me wait until operator relays the whole message - they simply won't allow me to stop the other person at the moment. Another example, When Operator picks up a message machine and relays the whole message, not enough time for me to type to leave a message, Relay would make a second call to leave my message. And as for hearing people using Relay to talk with Deaf, they cannot talk normally or operator would lose their way. Relay Operators would make them repeat several times before relaying the message to me. It's a total waste of time.

And the Video Relay Service doesn't have any glitches what I mentioned above. Their services are far superior and many Deaf simply love using VRS. It is quicker, more personable, and much less of headaches! The last thing I mentioned above about ADA, I believe that VRS achieved that equal functionality for Deaf to the world.